

Associate Information System Analyst (Specialist)

Employment Opportunity

The Board of Prison Terms is an Equal Employment Opportunity Employer

JOB LOCATION

(3) Positions are located in:

Northern California:
Sacramento

POSITION STATEMENT (Permanent Full-Time Position)

Under the general direction of the Chief of Information Technology, Information Technology Unit. The successful candidate will be responsible for the information technology needs of the employees at three (3) or more Decentralized Revocation Units (DRU) located throughout the State.

Responsibilities include:

Computer support for BPT employees (includes laptop and desktop troubleshooting and fixing of software problems). Help maintain and solve problem tickets that come through the BPT Help Desk by email, phone or in person. Log tickets in the BPT Help Desk ticket database and assure tickets are solved in an organized and timely manner.

Submit requests for new Revocation Scheduling and Tracking System (RSTS) accounts and updates to current accounts. Assure our BPT RSTS accounts file is updated as required--(RSTS is a BPT and Department of Corrections joint computer system). Maintain Internet Earthlink accounts. Support Virtual Private Network (VPN) users to access email remotely. Laptop and desktop support over the phone for different areas. Travel to different areas for laptop and desktop support.

SALARY

\$ 4316.00 - \$ 5247.00

DESIRABLE QUALIFICATIONS

- Demonstrated experience in providing Help Desk support; knowledge of personal computer hardware and MicroSoft business software.
- Ability to address a variety of challenges in a fast-paced and changing environment.
- Ability to cultivate effective working relationships with others.
- Strong interpersonal skills.
- Awareness of the organization, mission and values of the Board of Prison Terms.

FINAL FILING DATE

Until Filled

**PENDING DEPARTMENT OF
PERSONNEL APPROVAL**

SEND APPLICATION TO

**Board of Prison Terms
1515 K Street, Suite 600
Sacramento, CA 95814
Attention: Elva Ledesma**

All interested eligible persons are encouraged to apply. Applicants must have transfer, list, reinstatement, or SROA/ Surplus eligibility. Please indicate your eligibility for this classification on the state application. Applicants are required to submit a State Application (Form 678).